

5 FAH-2 H-800 OPERATIONAL READINESS

5 FAH-2 H-810 OPERATIONAL READINESS

(CT:TEL-12; 03-08-2005)
(Office of Origin: IRM/APR/RG)

5 FAH-2 H-811 TERMS

(TL:TEL-2; 05-23-2002)
(Uniform State/USAID)

- a. Operational readiness of telecommunications systems is the optimum availability of systems, applications, equipment, and personnel to meet the requirement. Operational readiness is achieved through preventive maintenance, training, and redundancy.
- b. Redundancy is a policy of stocking spare equipment and parts to replace inoperable components, prevent system failure, and ensure continuity of operations.

5 FAH-2 H-812 RESPONSIBILITIES

5 FAH-2 H-812.1 Information Programs Center (IPC)

(CT:TEL-12; 03-08-2005)
(Uniform all agencies)

- a. IPC is responsible for the operational readiness of the following:
 - (1) Telegraphic equipment and peripherals;
 - (2) Transmission equipment to include, but not limited to satellite systems, black router networks, Promina systems, GDC multiplex systems, etc.;

- (3) *Classified network equipment and workstations;*
 - (4) Telephones connected to the PBX, Secure instruments, and the PBX;
 - (5) E&E network radios; and
 - (6) TEMPEST or COTS personal computer systems used to process classified material in controlled access areas. The Systems Office is responsible for personal computer systems that process unclassified material. If the Systems Office is subordinate to IPC, then IPC is responsible for unclassified personal computer systems as well.
- b. IPC personnel are responsible for first-level maintenance on the equipment listed above. First-level maintenance means identifying equipment faults, tracing faults to the component level and replacing faulty components with operable spares. The IMO should ensure that IPC personnel are trained to operate and maintain IPC's equipment.
 - c. Each IPC must stock sufficient redundant equipment and parts to provide continuity of service for the systems that IPC maintains. To support an inventory of spare equipment, IPC should stock at least one spare component for each unique Office of Communications Number (OCN) in the Worldwide Property Accountability System (WPAS) inventory. If the WPAS inventory contains more than 10 items for a single OCN category, IPC should stock at least 1 spare component for each 10. Equipment that is not tracked through WPAS, such as unclassified personal computer equipment should have one spare for every 10 items as well.
 - d. The ranking IRM officer at post is responsible for keeping a current WPAS inventory of all accountable IRM program property and DTSP0-controlled items at post. Program property is defined in 6 FAM 221.4 as "specialized property associated with a unique program where the overall management and technical expertise are controlled by a single bureau or agency, and which is generally funded by that bureau or agency (e.g., State-owned motor vehicles, secure telephones, radios, tempest PCs, and security equipment)." Program property listed in the WPAS includes the items listed in 5 FAH-2 H-812.1 (a) above and may be funded by IRM, the regional bureau or post. This includes equipment that may have been purchased and used by other agencies but is tracked and/or maintained through IRM resources.

5 FAH-2 H-812.2 Regional Information Management Center (RIMC)

(CT:TEL-12; 03-08-2005)
(State only)

RIMC supports post's communications systems with maintenance from qualified IMTS personnel who specialize in the Department's telegraphic, radio, telephone and data systems. IMTS personnel are certified to maintain systems beyond first-level repairs. To guarantee operational readiness the IMO should coordinate with RIMC any maintenance that exceeds the technical expertise of IPC personnel.

5 FAH-2 H-812.3 Office of Logistics Operations (A/LM/OPS)

(CT:TEL-12; 03-08-2005)
(State only)

- a. The Office of Logistics Operations distributes, stores, and tracks IRM equipment and supplies and coordinates equipment and supply purchases, while A/LM/PMP/BA/PM/WPAS maintains the WPAS inventory of all accountable IRM equipment and DTSPPO-controlled items located in domestic facilities and posts abroad.
- b. A/LM/OPS also directs and controls all IRM requests for equipment, spare parts, and logistical support, including shipping, receiving, warehousing, and related material management.

5 FAH-2 H-812.4 Office of Acquisition Management (A/LM/AQM)

(CT:TEL-12; 03-08-2005)
(State only)

The Office of Acquisition Management manages the procurement of equipment from U.S. vendors for post CAAs and assists with expendable supply orders.

5 FAH-2 H-812.5 Technical Security and Safeguards Division (IRM/OPS/ITI/TSS)

(CT:TEL-12; 03-08-2005)
(Uniform all agencies)

The Information Technology Infrastructure Office, Technical Security and Safeguards Division provides technical security services for posts abroad, including:

- (1) Development and implementation of security requirements for CAAs;
- (2) Coordination of secure procurement and shipment;
- (3) Secure maintenance services; and
- (4) Defensive technical counterintelligence.

5 FAH-2 H-813 REPAIR AND RETURN PROCEDURES

(CT:TEL-12; 03-08-2005)
(Uniform all agencies)

- a. The repair of *Classified Information Processing Equipment (CIPE)*, radio and telephone systems will all be handled in a similar manner, the same process that has been in place for ADP equipment located inside the CAA. Post will send an official telegram to USOFFICE ITECH WASHDC, SECSTATE WASHDC and to the appropriate RIMC. This telegram should be assigned TAGS AMTC, ACOA, and KRIM. A slug line must be included for the Customer Service Exchange Activity (IRM/OPS/ITI/LWS/MNT/CSEA), the respective regional bureau, and the cognizant maintenance provider:

CIPE/ADP	-	IRM/OPS/ITI/LWS/MNT
Radio	-	<i>IRM/OPS/ITL/LWS/RPB</i>
Telephone	-	IRM/OPS/ITI/LWS/FPT

- b. The telegram should request a Return Authorization Number (RAN) and provide registry number, model number and serial number of equipment requiring repair. CSEA will then provide the RAN so that post may return the equipment. All equipment should be returned to:

U.S. Department of State
SA-21, IRM/OPS/ITI/LWS/MNT/CSEA
7500 Boston Blvd.
Springfield, VA 22153

- c. Posts must request a RAN prior to returning the equipment. This allows time for LWS to obtain regional bureau clearance for repair or replacement of the faulty equipment. This includes equipment being sent back for warranty repair, since that does incur a handling expense and the regional bureaus must be able to track all expenses.

5 FAH-2 H-814 THROUGH H-819 UNASSIGNED